

State of Delaware Request for Proposal:

Automated Teller Machine service for New Castle County Courthouse

Issued September 10, 2007 Updated September 17, 2007

Please make note of the changes in the following sections of this RFP:

Service Requirements number 3 on page 2.

Proposal Acceptance language added on page 3.

Addendum added as page 4.

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Purpose

The Delaware State Treasurer's Office desires to enter into a contractual relationship with one or more banking institutions to provide Automated Teller Machine (ATM) service at the State's consolidated courthouse in Wilmington, Delaware. This RFP will result in either one bank providing two ATM services, or in two banks each providing a single ATM service.

Background

The New Castle County Courthouse, opened in September 2002, is home to approximately 900 employees. Additionally, its 44 courtrooms draw approximately 1.2 million visitors annually into the building. This 14-floor facility is located in downtown Wilmington at 500 North King Street.

Currently, the building has two ATMs that are operated by two different banks. One is located on the first floor in the Family Court wing. This ATM is unaffected by this RFP and will remain in place until at least August 2008, when that contract expires. A second ATM is located on the lower level in a public area adjacent to the cafeteria. This ATM and location are subject to the outcome of this RFP.

Service Requirements

1. The State desires to have a total of three ATMs in the courthouse. In addition to the existing ATM on the first floor described above, this RFP will result in the placement of two additional ATMs as follows:
 - First floor Filing and Payment Center. This room is the building's principal payment office where most fines can be paid. There has never been an ATM at this location.
 - Lower floor public area. The designated ATM location is strategically placed next to vending and cafeteria operations. There is currently an ATM at this location.
2. This RFP will result in either a single contract with one bank to operate both ATMs, or two separate contracts with two different banks.

3. The ATMs must offer withdrawal (cash dispensing) and balance inquiry services. It is not necessary for them to offer depository services.

4. The State prefers that the ATMs offer multiple language options, particularly Spanish.

Maintenance

1. It will be the responsibility of the contracted bank(s) to:

- Install the ATMs at the locations designated by the State, to include transporting, anchoring, and connecting electric and telephone wiring. Installation will be coordinated with the Division of Facilities Management.
- Maintain the ATMs, to include repairing the hardware, upgrading the software, replenishing cash, providing armored carrier service, paying for telephone (data transmission) service, marketing, and any other service (other than electricity) related to day to day operations.
- Provide monthly reporting to the State Treasurer's Office detailing the activity of each ATM, including transaction volume, dollar volume and fees generated.

2. The State will not assume any liability for damage caused to the ATMs through acts of vandalism or by accidents or by any other causes.

Submission of Proposals

1. Proposals should identify the following:

- The level of service and expected volume to be provided at each ATM.
- The cost (if any) to the State expressed on an annual fee basis and an individual transaction basis.
- The cost (if any) to the customer expressed on a per transaction basis.

2. Proposals must be submitted in hard copy duplicate – two complete sets.

3. Proposals must be received by September 28, 2007 at:

Office of State Treasurer
ATTN: Courthouse ATM
820 Silver Lake Boulevard, Suite 100
Dover DE 19904

Contract and Service Period

1. The winning bank(s) may provide a draft contract to the Office of State Treasurer. The contract will be reviewed by the Attorney General's Office for compliance with state law before signing.
2. The term of the agreement shall be for a period of four years. The anticipated start date is November 1, 2007 and end date is October 31, 2011. The term shall automatically be extended on an annual basis beginning November 1, 2011, unless either party gives the other party notice to terminate this agreement at least sixty (60) days prior to the anniversary date.

Proposal Acceptance

1. The State Treasurer reserves the right to:
 - Accept or reject any and all proposals, in whole or in part, received as a result of this RFP.
 - Waive minor irregularities in proposals.
 - Allow a bank to correct a minor irregularity in its proposal.
 - Negotiate with all vendors, in any manner necessary, to serve the best interests of the State.

ADDENDUM to RFP

Automated Teller Machine Service

One or more bankers have asked questions to clarify and further understand the State of Delaware's RFP for Automated Teller Machine service at the New Castle County Courthouse. For the benefit of all potential bidders, the questions and responses are given below.

1. Do either of the existing ATMs take deposits now? No.
2. Who are the current ATM providers? WSFS and Commerce Bank
3. Could this be a three machine exclusive arrangement where we would replace the ATM in the Family Court wing when the contract expires with the incumbent in August of 2008? Yes
4. What are the existing ATM transaction volumes currently for the past twelve 12 months on the existing ATMs?

	MONTH AVERAGE	ANNUAL VOLUME
WSFS	285	3,420
Commerce	831	9,972
TOTAL	1,116	13,392

Data was not available for surcharge vs. non-surcharge transactions.

5. What are the current surcharges on each ATM? It is the practice of the State Treasurer's Office to not reveal or discuss one bank's pricing with other banks. Therefore, it is not appropriate to respond to this question.
6. How many people pass through the Filing and Payment Center each year? The court estimates 200 persons daily -- 50,000 based on a 250-day work year.
7. Do you currently accept credit cards for fines/payments? Yes.